Presentation Title: A Service Management Approach to Managing Infrastructure Costs

Presentation Topic: Service Level Management

IT's imperative is to deliver excellent application service levels in order to support mission-critical business activities. At the same time, IT management seeks options for managing the operating costs of the underlying infrastructure. The implicit challenge in this scenario leads to the question, "How can we reduce infrastructure costs without compromising application service?" To develop an informed answer to this question, managers need to follow best practices aimed at reducing the risk of change.

Learning Objectives:

1. Learn why a service management approach is necessary to ensure service delivery while managing infrastructure costs

2. Learn best practices for infrastructure cost optimization projects

3. Learn how customers have achieved success in managing IT costs and maintaining excellent service

Increasingly, businesses are demanding IT organizations
provide comprehensive application and infrastructure
services that are aligned directly with business objectives.
The business objectives are also known as Six Sigma. Six Sigma is the Defining, Measuring, Analyze, Improve and Control of the IT environment. This can be accomplished through Compuware's Vantage products for the end-to-end monitoring 24x7.

The first step in implementing Six Sigma is *defining* crucial network applications, their location, servers and clients of the IT environment.

The next step is *measuring from an application perspective the client, server, and network* portions of the IT environment to establish the baseline and to monitor its behavior, measuring should occur 24X7 to get an accurate look. Once monitoring of a baseline is accomplished SLA's can be set to measure the service delivery of the applications response time and availability.

The third step is to then *analyze* the baseline results to determine the root cause of poor performance. Vantage provides reports that compares baselines to changes that occurred in the client, network and servers. This information provides IT management the ability to see the impact of Service Level violations.

The fourth step is to improve performance by testing and implementing valid solutions. This can be accomplished by identifying possible solutions and then profiling and testing alternative solutions to the application or infrastructure. Vantage provides the capability to assist in this step through profiling an application before it goes into production. Application profiling allows you to verify bandwidth requirements, discover bottlenecks in the application and tune applications over the

WAN. Vantage can also provide the capability to *improve* performance by testing system performance under production conditions.

Lastly, it is important to *control* the process to assure predictable and stable performance. Vantage provides this information and the ability to expand to additional locations and applications. Reports allow for the ability to be proactive by providing the capabilities for alerts and notification. Once IT management has this capability to see these reports it gives them the ability to make important decisions on reviewing and adjusting Service Level agreements.

Once adjustments are made or are needed the cycle for managing the IT management environment defining as new applications come on board or new user expectations change.

Case Study
1) DOD agency is using Compuware's application lifecycle management solutions to develop, test and deploy a large scale mission support system.
2) DOD agency is using Compuware's application support tools to ensure a successful server and application consolidation.
3) DOD agency is using Compuware's tools to provide a production baseline for their critical applications to ensure mission success.

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Biography
Mr. Walter is a Global Solutions Product Consultant for Compuware Corporation. He has over 19 years of IT experience including working as an Information Systems Management Consultant, a System and Network Administrator/Manager, and a CTO/CSO for a multi-agency government intelligence center. At Compuware, Mr. Walter has held positions as a Field Technical Support Manager and a Sales Engineer. He has a BS in Management Science from Florida Institute of Technology and a Master of Public Administration degree from Florida International University. He is a member of *it*SMF-USA and AFCEA.

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Biography
Ms. Smith is a Vantage Field Technical Support engineer for Compuware Corporation. She has 5 years of IT experience. She has worked for 4 years with Compuware supporting the Vantage product line. She has her Bachelors in Science degree in Information Management from the University of South Carolina.